

THIRD QUARTER

Program Year 2020
January 28, 2021, 8:30am

Board Meeting

Lancaster County Health Department, Lower Level
Room 212/213/214, 3131 O Street, Lincoln, NE, 68510 or via Zoom:
<https://lincolnne.zoom.us/j/6899253335>

ACCOMMODATION NOTICE

The Workforce Innovation and Opportunity Act is an equal opportunity program and auxiliary aids and services are available upon request to individuals with disabilities. The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participation in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation or access to language services in order to attend or participate, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights at 402-441-7624 as soon as possible before the scheduled meeting in order to make your request.

Leirion Gaylor Baird, Mayor

BOARD MEMBERS

Business Representatives (12)

Tim Bornemeier
Fiserv
Chairperson

Carol Swigart
Hillaero Modification Center
Vice Chairperson

Julie Panko Haberman
Lincoln Electric System
Secretary

Ashley Krajewski
Fiserv

Rod Armstrong
AIM

Jane Goertzen
Crete Carrier Corporation

Leon Holloway
Duncan Aviation

Stephanie Ponce
Third Generation Builder

Randy Sterns
IBM

Jessica Greenwald
INSPRO

Juan Breucop
inExhaust – Innovative Exhaust Solutions

Diane Temme Stinton
TMCO, Inc.

Vacant

Vacant

Education Representative (1)

Dr. Paul Illich
Southeast Community College

Government or Economic or Community Development Representatives (4)

Josh Redfield
Nebraska Department of Labor

Jessica Bergmann
Nebraska Vocational Rehabilitation

Bryan Seck
Lincoln Partnership for Economic
Development

Connie Daly
Nebraska Commission for the Blind and
Visually Impaired

Workforce Representatives (6)

Steven Jones
Lincoln Central Labor Union

Chris Callihan
IBEW Lincoln Union #265

Ron Kaminski
Laborers International Union of North
America #1140

Joanne Pickrel
Goodwill Industries

Matt Scott
North Central States Regional Council of
Carpenters

Vi See
Community Action Partnership of
Lancaster and Saunders Counties

STAFF

Dylan Wren
Workforce Administrator

Andy Huls
One Stop Operator

Amber Knapp
Project Director

Jen Eloge
Fiscal Agent

Margaret Blatchford
Attorney's Office

Shirley Carlson
Compliance Coordinator

Kate Bolz
Mayor's Office

Cherisa Price-Wells
Regional Director

Wendy Sieler
Workforce Program Coordinator

There are 23 members. Quorum for this meeting is 13.

Agenda

January 28, 2021, 8:30 AM

Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE,
68510 or via Zoom: <https://lincolnne.zoom.us/j/6899253335>

Tim Bornemeier, Chair
Leirion Gaylor Baird, Mayor

- | | |
|--|----------------------|
| 1. Call to Order | Tim Bornemeier |
| 2. Roll Call | Julie Panko Haberman |
| 3. Notice of Publication/ Open Meetings Act - Page 5 | |
| 4. Approval of Minutes* - Page 5
(10-29 & 7-30) | Tim Bornemeier |
| 5. Announcements - Page 15 | |
| 6. On-the-job Training Testimony – Page 16 | Coralie Owens |
| 7. Consent Agenda* - Page 16 | Dylan Wren |
| a. Implementation of Neworks Fiscal Module and ECM | |
| b. Policy Revision – Accessibility + Equal Opportunity
and Non-Discrimination | |
| c. Policy Revision - Appeals Procedures for Program
Participants | |
| d. Policy Revision - Rapid Response | |
| e. Level of Performance for PY20 & PY21 | |
| 8. American Job Center Relocation - Page 19 | Carol Swigart |
| 9. Website Redesign - Page 19 | Connie Daly |
| 10. Strategic Initiatives Committee - Page 20 | Jessica Bergmann |
| a. Vision Initiatives* | |
| 11. Compliance & Accountability Committee - Page 21 | Rod Armstrong |
| a. Contract Management* | |
| b. Request for Proposals – Service Provider Contracts* | |
| 12. Updates – Performance, Operations, Fiscal, & Projects -
Page 29 | Dylan Wren |
| 13. Upcoming Meetings - Page 35 | Tim Bornemeier |
| 14. Chairperson's Remarks | |
| 15. Public Comment/ Adjournment | |

* voting by roll call required

Notice of Publication/ Open Meetings Act

Published January 8, 2021 in the Lincoln Journal Star

The Greater Lincoln Workforce Development Board will meet on Thursday, January 28, 2021 at 8:30 a.m. at the Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510. The public may also attend the meeting via Zoom: <https://lincolnne.zoom.us/j/6899253335>. The agenda will be kept continually current and is available for public inspection at the principal office at 555 South 10th Street, Suite 361, Lincoln, Nebraska and online at: <https://app.lincoln.ne.gov/city/mayor/workforce/index.htm>. Agenda items will include operations report, request for proposals for service providers, relocation of the American Job Center, authorization of customized training funds, policy revision, budget review, approval of levels of performance, website redesign, and monitoring review/corrective action plans.

The Workforce Innovation and Opportunity Act (WIOA) is an equal opportunity program and auxiliary aids and services are available upon request to individuals with disabilities. The City of Lincoln complies with Title VI of the Civil Rights Act of 1964 and Section 504 of the Rehabilitation Act of 1973 guidelines. Ensuring the public's access to and participating in public meetings is a priority for the City of Lincoln. In the event you are in need of a reasonable accommodation or access to language services in order to attend or participate, please contact the Director of Equity and Diversity, Lincoln Commission on Human Rights at 402-441-7624 as soon as possible before the scheduled meeting in order to make your request.

Approval of Minutes

A draft was sent to the workforce board on January 6, 2021

**GREATER LINCOLN WORKFORCE DEVELOPMENT BOARD
BOARD MEETING
October 29, 2020 at 10:00 a.m.
Lancaster County Health Department, Lower Level Room 212/213/214
3131 O Street, Lincoln, NE
or via Zoom: <https://lincolnne.zoom.us/j.6899253335>**

MINUTES

Board members present (10): Tim Bornemeier, Carol Swigart, Julie Panko Haberman, Randy Sterns, Rod Armstrong, Vi See, Jessica Bergmann, Jessica Greenwald, Connie Daly, and Chris Callihan.
Members absent (10): Ashley Krajewski, Jane Goertzen, Diane Tamme Stinton, Leon Holloway, Matt Scott, Paul Illich, Sherla Post, Steven Jones, Ron Kaminski, and Joanne Pickrel.

Note: There are five board member vacancies, as listed in the board meeting packet.

After review of the October 29, 2020 meeting minutes, it was determined that a quorum was not established. To ensure compliance with the Nebraska Open Meetings Act, Greater Lincoln will be adding all items that required a vote, to the January 2021 Board Meeting Agenda.

Board Consultants:

Shirley Carlson

Equus Workforce Services Staff:

Andy Huls, OSO, Equus

Amber Knapp, Project Director, Equus

Cherisa Price-Wells, Regional Director, Equus, via Zoom

Lori Loseke, Accountant, via Zoom

City of Lincoln Staff:

Dylan Wren, Mayor's Office
Alyssa Martin, Mayor's Office
Margaret Blatchford, Law, via Zoom
Tom Lannin, Finance

Public:

Yvette Montes Jung, Nebraska Department of Labor, via Zoom
Lisa Boyd, Wichita State University, via Zoom
Stephanie Ponce, Third Generation Builder, via Zoom
Paul Dunn, Dynamic Workforce Solutions, via Zoom
Bryan Seck, Chamber, via Zoom
Cristina Thaut, Adult Education
Jody Stutzman, Proteus
Terri Leisten, Dynamic Workforce Solutions, via Zoom
Juan Breucop, inExhaust, via Zoom

The meeting was called to order at 10:05 a.m. by Tim Bornemeier, Chairperson, who announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. A copy of the Act was available in the meeting room. Notice of this meeting was published in the Lincoln Journal Star on October 16, 2020 and was posted on the City of Lincoln's website and on the Board's website in accordance with the Open Meeting Law requirement.

Attendance was taken by roll call; ten (10) of the twenty (20) members of the Board were present (Bornemeier, Swigart, Haberman, Sterns, See, Bergmann, Daly, Greenwald, Armstrong, and Callihan) which constituted a quorum. Krajewski, Goertzen, Tamme Stinton, Holloway, Scott, Illich, Post, Jones, Kaminski, and Pickrel were absent.

APPROVAL OF MINUTES

Minutes from the July 30, 2020 Board meeting of the Greater Lincoln Workforce Development Board were reviewed. These minutes were sent by email to the board members previously and were posted on the City of Lincoln's and Board's webpages. There being no amendments or further discussion, Rod Armstrong moved to approve the minutes and Randy Sterns seconded the motion. Members indicated unanimous approval by voice vote and the motion passed approving the minutes.

ANNOUNCEMENTS

Pat Haverly passed away on September 10. He was a valued member of our board since February 12, 2014 and will be greatly missed.

Sue White has retired at SourceOne. She has been a member of our board since May 23, 2012.

Joshua Redfield has been nominated to fill the Nebraska Department of Labor position. Josh is the current Regional Workforce Development Manager for the Lincoln Local Office.

Bryan Seck has been nominated to fill the Lincoln Chamber of Commerce position. He is the Director of Workforce Development and a regular attendee of our meetings.

Brenda Trice has been nominated to fill one of the business positions. She is the Talent Acquisition Leader at CHI Health.

Stephanie Ponce has been nominated to fill one of the business positions. She is the President of Third Generation Builder.

Juan Breucop has been nominated to fill one of the business positions. He is the President of inExhaust – Innovative Exhaust Solutions.

Terry Eklund was the Project Director of the WIOA Title 1 Program. He has accepted a different position within Equus Workforce Solutions.

Amber Knapp is the new Project Director for our WIOA Title 1 Program. Most recently, she served as the Operations Supervisor for the Equus' Employment First contract with Nebraska Department of Health and Human Services.

New Chairperson is Jessica Bergmann taking over for Ashley Krajewski of the Strategic Initiatives Committee. Connie Daly is the new Chairperson for the website redesign project with assistance from Leon Holloway.

CONSENT AGENDA ITEMS

Implementation of Neworks Fiscal Module and ECM

Dylan Wren explained there is a recommendation to move the fiscal information into Neworks for better collaboration. This will allow administrative entities and service provider staff to obtain information needed without sending multiple emails. Also, it will expand our use of the ECM where personal information is stored and needs to be verified for enrollment into the program. We are recommending to begin uploading the service provider billing packets in there so that it is also accessible. Along with the Neworks advance individual funding tracking module and the ECM portal, recommend having the service provider complete the Neworks predictive reports each month when they submit their invoice to us in order to allow for better collaboration and keep better track of our performance.

Policy Revision – Accessibility + Equal Opportunity and Non-Discrimination

Updates were made to the EO policy and accessibility policy. There were several administrative changes including combining of previous policies, adding the language options page, and providing specific language on responsibilities.

Policy Revision - Appeals Procedures for Program Participants

Collecting and keeping records procedures were reviewed and contact information was updated.

Policy Revision - Rapid Response

Added more definition to what each person/entity's role is and when services must be delivered.

Level of Performance for PY20 & PY21

Tim, Alyssa, and Dylan met with the Department of Labor and negotiated the levels of performance as shown in the packet.

Motion to adopt Consent Agenda Items as stated. Moved by Carol Swigart, seconded by Vi See. The motion passed by roll call vote 10-0.

STRATEGIC INITIATIVES COMMITTEE

Vision Initiatives

Dylan stated at the last meeting a discussion occurred on revising the mission statement. Several options were available and provided to the members for their review. A brief discussion occurred to have members weigh in and give their opinion to Dylan in order to make a final recommendation. The vote was postponed on this item.

Effectiveness & Continuous Improvement

Dylan stated on page 14 of the packet is what was determined by the committee. Lisa Boyd with Wichita State University thanked the members for recruiting and hiring them. She will be the principal investigator on this study but will have a whole team working on this study. They have already begun best practice research and have talked about changing the focus group for partners to interviews in the fall. The spring work will involve a series of focus groups for business and job seeker focus groups. They are contracting with the University of Nebraska – Lincoln to act as facilitator with the focus groups. There will also be secret shopper groups in Lincoln. These groups will help identify the processes that are going well and that need to be improved. She will present at the January and April meetings on their findings and recommendations contained in their

reports. She believes this study will be wrapped up in July with a complete report that incorporates all of the phases of the study. Tim stated that there is a recommended order of actions that was submitted initially. We wanted to have secret shopper come later in the process due to the move of the American Job Center (AJC) in order to establish a firm foundation with a new facility versus evaluating the old facility and environment. He asked why they are recommending doing this earlier rather than later? Lisa explained they started the secret shoppers earlier for secrecy in case the word gets out. They want to be sure when the shoppers are there they are being treated like any other customer. They won't be able to get shoppers recruited or trained until the beginning of February. Follow up question: Do you feel the information that will be gained before we relocate the American Job Center will still be valuable enough to invest in now versus waiting until we relocate to new center? Response: There is focus on the tools, such as if the computers are working, and the environment, such as signage, and if they can find what they are looking for easily; however, three-fourths of it is related to customer service, processes, ability to navigate the system, how much assistance they receive, did an ESL student get the help they need if they didn't speak English, etc. Dylan stated they anticipate moving the center sometime in August. Lisa stated some of the items that come up are that they couldn't find parking, they couldn't find the center easily, only half of the computers were working, the place is dreary and depressing when they walked in. They will give us as much information as possible that will aid in the planning for the new center. The most important team is the customer service team. Jessica Bergmann stated the committee met a couple of weeks ago and discussed the planned services agenda and they agreed to see a secret shopper initially to inform us where we are at initially. Dylan discussed the schedule of the study and briefly described the process. Comments were made that it will be helpful for secret shoppers to study old location as it can help improve processes for new location. There was no further discussion. A motion to approve this item was made and seconded by Randy Sterns. The motion passed by roll call vote 10-0.

Regional Sector Strategies Closeout

Dylan stated Gary Targoff, Targoff Consulting, was responsible for the southeast Nebraska region, focusing on healthcare. His report can be found in the packet on pages 14-16. This has come to an end. An update on regional planning, the State of Nebraska states there will not be separate regions for the next four years. It will be just one statewide plan so we will have to work with Omaha and Greater Nebraska to write a plan. This should make things easier for us.

Strengthening Community Colleges Grant/H1- B Grant

Dylan stated there are several grant opportunities out there available for which we can partner. The first one is the H1-B Grant. Brian Seck explained this is CARES Act money. It's a grant to grow the pipeline of people for our country to need less H1-B visas. H1-B visas are highly skilled people that companies tell the federal government that they can't find someone to do the job in our country, so they need to recruit someone from another country. The idea is to train people in our country to move up the chain to H1-B positions. We are requesting \$4 million dollars for 4 years that includes a 25% match of leverage funds.

Dylan stated Southeast Community College has also put in a proposal focused on manufacturing for earn and learn opportunities and this is more detailed in the packet.

There was no further discussion on this item.

Portrait Project

Dylan stated the American Job Center typically has beige walls and beige cubicles. We are hoping to commission some local artists to paint portraits of individuals who have been served by the American Job Center network. We are hoping to collect a dozen of these and put them on the wall as a gallery in hopes that our customers will identify with the people they see on the wall. The American Job Center serves a diverse group of individuals. This will create the narrative and provide some inspiration in the center. We are working with the Nebraska and Lincoln Arts Council to try and secure funding for that. We are not using any WIOA funds for this. They upsold us by asking to do a mural portraying the dignity of work, etc. If anyone would like to donate funds a grant will not be needed.

New Website Update

Connie Daly stated at the July 30, 2020 meeting we approved a motion to start the bidding process for the redesign of the website. A request for proposal was released on September 30. One proposal was submitted. The proposal was reviewed by several city staff and members of the board. It was very underwhelming. It lacked a detailed timeline, staff resumes, compelling examples of completed projects or proposed work. The initial RFP stated the site would be hosted by an OpenCities platform. We received feedback from some business that we thought would bid on this project stating that was a barrier to them as they would need to hire for additional work to be done to code and have the site hosted in that platform. A second RFP will be issued without the requirement that the site be hosted in the OpenCities platform. A brief discussion occurred on how the City is migrating to a new platform. The migration is not complete yet, but in December the City's website will be hosted on the OpenCities platform and it is now going to be a requirement that any City website comply with the platform. David Young, Chief Information Officer and Justin Kohmetscher, Web Designer, are involved with the City's migration of the website. OpenCities is an external group, providing the new user interface and design of the website. The people managing the project are internal, but the vendor creating the new user interface is external. Dylan said the only bidder was from Massachusetts and they wanted a lot of money to do this. A vote was made to reject the initial RFP and the one response that was received and issue a second RFP with more flexibility in hopes for increased response. Dylan stated he and Alyssa have a meeting next week with David Young. Alyssa commented that the inclination is to allow us to do this outside of the OpenCities platform as it allows us to have a little more competition. We need to understand from OpenCities what the look and feel will be of the City website for purposes of designing the second RFP so that we can incorporate some consistency between the two as it will not have the requirement to use the OpenCities platform. Dylan stated it is very likely that it will be part of a subdomain to the primary domain for the City. Dylan explained where to find RFP's on the City's website. The committee was thanked for reviewing the proposal and providing feedback. A comment was made that when this was done last time, there was only one response, it was mediocre, and we settled. We are not going to settle this time as we need something dynamic, useable, and to help drive traffic. That's why we are taking our time here in hopes to get this right.

American Job Center Relocation

Carol Swigart stated the request for proposal has been prepared and we are planning to issue it on November 6, the last date for questions will be November 22, and hopefully by December 2 we will receive a robust number of proposals to choose from during our evaluation period in December. By early January we hope to make a selection and execute a contract by mid-February. On page 18 of the packet you will see the data driven approach used to choose the area of the new location prepared by Kurt Elder of Urban Development with help from Dylan. Dylan commented that after moving we are going to need new cubicles, or we might take the cubicles from SCC and merge them with NDOL's green cubicles. To buy a cubicle is anywhere from \$400 on the low end. We need about 30 of them so if anyone knows of an abandoned office or has any thoughts on where we can get some that look the same. A few suggestions were made on where cubicles could possibly be obtained. A member thanked the committee for their time and energy in this project.

COMPLIANCE & ACCOUNTABILITY COMMITTEE

Funding Agreements

Dylan stated he was hoping there would be something to vote on today. At the last meeting, a budget of \$80,000 was approved to be split among the American Job Center network partners. Typically, you take all of the numbers served from each partner, add it together, divide it out and then you get the percentage for each partner's liability. This is done on a 12-month period from July 1, 2019 to June 30, 2020. All of the partners except for adult education agreed to providing numbers. They would like to do a 6-month baseline from January 1, 2020 to June 30, 2020. The issue with this is that many of our partners were closed during this time so their numbers are going to be lower. The Department of Labor insists that we do the 12-month period. A meeting is scheduled next Tuesday with adult education, the Department of Labor, and the Board to talk about a solution to this so that we can move forward. Eventually, we would like to move to a 3-year timeframe so that we can make this meaningful for each partner.

Request for Proposals – Service Provider Contracts

Rod Armstrong stated, by law we are required to put the service provider arrangement out for bids. This needs to be done by July and in order to comply with the turn around times with the City Purchasing office we are recommending we get the process underway immediately. Dylan commented the board needs to decide if

we need to do one RFP for all three or if we need to do them separate and asked Margaret Blatchford for clarification. Margaret stated it can be done either separately or together and that last time she believes they were done separately. Dylan recommended the RFP's be done separately for a more diverse set of proposals. There being no further discussion, Rod Armstrong motioned to authorize the compliance and accountability committee to work with the City of Lincoln Purchasing Department to release a request for proposal of all WIOA services that can be independently bid and was seconded by Connie Daly. The motion passed by roll call vote 10-0.

Financial Reviews and Corrective Action Plans

Shirley Carlson stated she and Tom Lannin have continued to do the financial reviews. In reviewing the summaries on page 22 and 23 of the packet, she stated they alternated the reviews due to service providers needing to catch up and to determine if there has been improvement. The good news is we are seeing improvement from our service provider on the financial reviews for the new program year. Our only concern is that the bills are so low that it is difficult to compare to the previous billing amounts. The invoices were much higher and there were a lot more expenses. We will be watching this very closely. We are seeing improvements in the work experience, time sheets, the occupational skills training documentation, etc. There are still concerns on supportive services and making sure appropriate documentation is in place for those. There are concerns of going over work experience hours, etc. In March, you will see a significant amount of potential disallowed costs so we are working with our service provider; they put in place a checklist for their documentation which should make a huge difference in doing our job to make sure we have the paperwork to support the payments that are being made. On the August 2020 report, this has been verbally discussed with the service provider and they have been sending in additional documentation so this report should be completed later this week or early next week.

OPERATIONS

Enrollments

We are making progress with our adult enrollments. In the packet, you will see what action is being taken to increase the enrollments. Equus expressed gratitude for support from other entities that will help create opportunities. Cherisa Price-Wells introduced the new Project Director, Amber Knapp. She acknowledged that the October enrollments were low but said there are several applicants in the pipeline. Cherisa then reviewed the enrollment strategy. Tim thanked her for the action steps but asked for more specificity for timing and when they intend to initiate the steps in the report. Cherisa stated that most of the steps were either in progress or were planned. A discussion occurred with regard to engaging kids through social media. Cherisa said that youth enrollment was low on a nationwide basis. She also said Equus was working on contracts for nurse aid and medication aid training and reviewed hiring events.

Expenditures

Tom Lannin stated recently they developed a very detailed budget, a monthly budget and an annual budget. He can look at the budget at any given point in time and determine what needs to be done. Looking at page 24 in the packet, the expenditure numbers in red mean that it is either above or below what was budgeted. Adult program budgeted approximately \$43,000 for personnel and operating expenses and we are coming in at \$48,000. We budgeted around \$39,000 for participant expenses and came in a little low.

The youth program was budgeted for around \$65,000 and came in at \$64,000. The participant budget was \$56,000 so we are well under here also.

Direct-Aid

The goal is for 45% of the expenditures to go to program related funds. The packet shows a chart of the current numbers on page 25. Adult is close, but not quite there. The others are failing to meet expectations. Tom reviewed the numbers for the last 7 months. The numbers for the last 7 months show some improvement. There was a period of time from last November to February where things were really down. In March, Adults were in excess of 40%, Dislocated Workers' were in excess of 23%, and Youth were over 30%. He hopes to see continued positive results and that we continue to head in the right direction. There is still a lot of work to be done.

Available Balance

The available funds analysis includes a significant carry-in for this year. We are supposed to carry-in 20% and it was well over that. These numbers include the carry-in from last year. The 20% that would be expected to be carried-in next year showing \$80,000 for Adult, \$50,000 for Dislocated Workers', and about \$23,000 for in school youth and about \$87,000 for out of school youth. It is apparent that sometime early next year we will need to make a transfer from Dislocated to the Adult program and can discuss this more when the time is right. For both youth programs we are still spending PY19 money, so we have a lot of spending to do with the youth programs. We should get through PY19 funds within the next couple of months, but we have quite a bit of available funds remaining in those programs.

American Job Center

Andy Huls stated the American Job Center continues to be open throughout the pandemic. Since July 1, we have served just under 5,000 visitors. One of the concerns at the last Board Meeting at the end of July was the number of activities being delivered in the American Job Service. We are a little bit behind compared to years past with regard to the activities delivered. One of the struggles we are seeing right now is we provide activities based off of what our customers want and need. The customers coming in right now want help with one thing, unemployment. We offer different services and activities but 95% of customers coming in right now are coming in for unemployment related services. We continue to push and offer different services, but what we provide is based off of what they need and want. One of the other concerns from the Board Meeting was referrals. PY17 American Job Center made 694 referrals, PY18 599, PY19 368. The trend was going in the wrong direction. As of this morning, four months into this fiscal year we have made 536 referrals. We have made significant and quick improvements in this area.

In October, we started doing more in person hiring events. The clientele we used to get at the American Job Center always expressed concerns with technology. We have wonderful technology and can do a lot of things virtually, but our clientele needed in person help. We have offered hiring events at Kawasaki, US Census Bureau, Tabitha, State of Nebraska, etc. A good percentage of people attending are sitting down and applying for jobs on the spot.

We want to continue to improve upon diversity of referrals. About 55% of the 536 referrals are directed towards WIOA, but he wants to make sure at the American Job Center they are representing all partners and are referring to all partners based on what clients and customers need. We will be implementing more frequent training for providing referrals with the goal being more sharing and referring to each other based on the needs of the customers.

A lot of work is virtual now, some partners have moved out of the job center. We want to make sure we are connecting our customers quickly to partners. At our last partner meeting, Huls asked how we can achieve this. One of the solutions discussed was having virtual office hours so we are exploring this option with partners.

There are a lot of myths out there about no jobs, no one is hiring, etc. Huls is creating a survey right now to send to businesses to get some feedback on what we can continue to do better in this unique pandemic environment.

Upcoming Meetings

This is the last meeting of 2020. There is a workshop on the 10th of December. The Board will pick back up with committee meetings on the 14th of January, with a full Board Meeting on January 28th.

Public Comment

The State Monitor noted that the 7-30-2020 meeting minutes were incorrect. Shirley Carlson was counted as a board member; she is a board consultant. Additionally, the minutes counted board membership at 24; when the correct number was 22 members.

There being no further business, Tim Bornemeier adjourned the meeting at 11:42 a.m.

**GREATER LINCOLN WORKFORCE DEVELOPMENT BOARD
BOARD MEETING
July 30, 2020 at 8:30 a.m.
Lancaster County Health Department, Lower Level Room 212/213/214
3131 O Street, Lincoln, NE
or via Zoom: <https://lincolnne.zoom.us/j.6899253335>**

Minutes

Board members present: Tim Bornemeier, Carol Swigart, Julie Panko Haberman, Randy Sterns, Diane Tamme Stinton, Leon Holloway, Chris Callihan, Matt Scott, Vi See, Jessica Bergmann, Connie Daly, Travis Beck, and Pat Haverty

Members absent: Ashley Krajewski, Jane Goertzen, Sherla Post, Jessica Greenwald, Steve Jones, Joanne Pickrel, and, Sue White; Rod Armstrong and Paul Illich via Zoom

Board Consultants:

Gary Targoff, Regional Planning via Zoom
Shirley Carlson, Compliance Coordinator

Equus Workforce Services Staff:

Debra Giordano, Workforce Solutions via Zoom
Andy Huls, Equus
Terry Eklund, Project Director, Equus
Cherisa Price-Wells, Regional Director, Equus
Lori Loseke, Account for Equus, via Zoom

City of Lincoln Staff:

Dylan Wren, Mayor's Office
Alyssa Martin, Mayor's Office
Margaret Blatchford, Law, via Zoom
Tom Lannin, Finance

The meeting was called to order at 8:33 a.m. by Tim Bornemeier, Chairperson who announced that the meeting was being conducted in accordance with the Nebraska Open Meetings Act. A copy of the Act was available in the meeting room. Notice of this meeting was published in the Lincoln Journal Star on July 18, 2020 and was posted on the City of Lincoln's website and on the Board's webpage.

Attendance was taken by roll call; thirteen (13) of the twenty-four (22) members of the Board were present (Bornemeier, Swigart, Haberman, Sterns, Temme Stinton, Holloway, Callihan, Scott, See, Haverty, Bergmann, Day, and Beck) which constituted a quorum. Krajewski, Goertzen, Greenwald and, White were absent. Rod Armstrong and Paul Illich attended via Zoom.

Approval of Minutes

Minutes from the July 18, 2020 Board meeting of the Greater Lincoln Workforce Development Board were reviewed. These minutes had been sent by email to the Executive Committee members previously and were posted on the City of Lincoln's and Board's webpages. Members indicated unanimous approval by voice vote and the motion passed approving the minutes.

Board Vacancies

Travis Beck has accepted a new position and will no longer be able to serve on the Board as the government representative. The Nebraska Department of Labor will nominate your replacement to the Mayor. Melissa Carpenter has resigned from the Board. The Mayor's office will fill both positions.

Operations Update

Andy Huls and Terry Eklund reported that the previous 3 fiscal years had areas of concerns. First concern was surveys and getting feedback from customers. American Job Center (AJC) has significantly increased surveys

past fiscal year. AJC surveys are now more detailed to gather better data. Another concern is that they have made fewer referrals in the past fiscal year. AJC is working to improve referral process with a goal of increasing referrals. Improvements from this past fiscal year include Youth Saunders county enrollments, the Adult try out jobs. They did not meet the dislocated workers goals. Three main goals for improvement moving forward are performance, enrollments, and expenditures. Continuing staff development and mentoring initiatives.

Comments from the Board relating to concern about expenditures. Recommendation for AJC to take a hard look at expenditures. Terry Eklund suggests short-term training, such as CDL or certain health care training, is more effective for putting customers into jobs more quickly. Other concerns mentioned incarcerated population outreach and English as a Second Language (ESL) outreach. Eklund states that they are working to help those populations.

Board would like to see a plan about how the expenditures will be controlled in the future.

New Chairperson

Ashley Krajewski has asked to step down as chairperson for the Strategic Initiatives Committee. Any members who are interested in seeking this position are to see Tim Bornemeier or Dylan Wren after the meeting.

Vision Initiatives

Dylan Wren reported that they have been putting together initiatives for the year. They include supporting the employers, empowering the jobseeker, helping jobseekers with financial education, and improving digital services. This is an internal document to reference when making decisions.

A member comments that they should ask others in the community to help with this. Tim Bornemeier suggests that this is a takeaway for this meeting and that Dylan Wren get some more input and bring an updated Vision Initiative to the next Board meeting. Dylan Wren will email the document out to the members for their input and edits.

Motion to adopt a Vision Initiatives document by Tim Bornemeier and the motion was seconded. The motion passed by roll call vote 14-0.

Effectiveness and Continuous Improvement

Travis Beck reported that the Board is required to evaluate the effectiveness of the AJC and WIOA programs. In an effort to better evaluate the programs' effectiveness some of the ideas included using evaluators, called Secret Shoppers, who would be trained and sent into the AJC with specific tasks to evaluate the AJC as an average customer. AJC Best Practices would provide research and best practices relating to customer flow, referral processes, and other issues. Other options would be Focus Groups conducting short online surveys to assess staff and customer satisfaction, as well as employers that have utilized AJC services in the past. A Job Seeker Focus Group would collect feedback on services not evaluated in the Secret Shopper program.

Andy Huls reports that a Business Focus Group would be most helpful. Members had comments and questions relating to the various program options and how they may be helpful to the AJC and/or WIOA.

Motion to start the bidding process to evaluate the effectiveness of the American Job Center and WIOA Title 1B programs by Tim Bornemeier. The Board has been advised not to adopt a Request for Proposal (RFP).

Vi See moved approval; and motion was seconded. The motion passed by roll call vote 14-0.

A subcommittee will be formed. Any individuals who wish to be on that subcommittee are to speak with Tim Bornemeier or Dylan Wren.

Website Redesign

Connie Daly reported that the current website is inadequate and the board needs a new website with the goal of scheduling options and more interactive features. A decision relating to merging the Youth and Adult Dislocated Worker programs on the website needs to be made. Currently the Youth program website is separate.

Members had discussion relating to the various needs of the websites for both Youth and Adult services as well as Youth branding that has been promoted in the past.

Motion to start the bidding process to redesign the website and this will include the Youth program site. Travis Beck moved; Chris Callihan seconded the motion. The motion passed by roll call vote 14-0.

A subcommittee will be formed. Any individuals who wish to be on that subcommittee are to speak with Tim Bornemeier or Dylan Wren.

Monitoring Review

Rod Armstrong reported that the Compliance and Accountability Committee reviewed invoices for February 2020. There were some concerns relating to documentation for expenses. It has been discussed with Equus and they are working to make corrections. It is recommended that there is more accountability in following procedures. Rod Armstrong lists four specific recommendation from the Compliance and Accountability Committee.

The Compliance and Accountability Committee recommends:

1. Equus will have 15 business days from the provision of this report to respond to these findings with additional documentation. If information is not received within that time frame that supports removing the cost or allowing for more time to provide documentation, then the cost will be disallowed and appropriate correction to the ledger entries will be needed.
2. A corrective action plan must be submitted within 15 business days from the provision of this report that addresses the repeated mishandling of payments.
3. Equus will participate in monthly review of payments conducted by the fiscal agent and compliance coordinator until further notice.
4. All invoices being submitted must include a ledger breakout to identify specific expenses.

Members had discussion relating to corrective actions, Equus' role, and oversight.

Motion to accept the Compliance and Accountability Committee recommendations. Randy Sterns moved approval; Travis Beck seconded the motion. The motion passed by roll call vote 14-0.

Corrective Action Plan

Rod Armstrong reported that they are failing 3 of the required Youth program metrics. The goal for Youth enrollment in 2019 was not met. As a corrective action, the Compliance and Accountability Committee recommends that Equus will have 15 business days from the provision of this report to submit a corrective action plan for achieving enrollment goals and proactively working towards positive outcomes for customers. Rod Armstrong will send a memo to Equus advising them of the Board's actions.

Motion to accept the Compliance and Accountability Committee recommendations. Travis Beck moved approval; Matt Scott seconded the motion. The motion passed by roll call vote 14-0.

Service Provider Contracts

Dylan Wren reported that the current service agreements expired June 30, 2020. Agreements need renewed effective July 1, 2020. A letter of intent to contract was issued on June 26, 2020 to continue service provision.

Members had comments and questions about performance incentives and expenditures.

Motion to extend the current service provider contracts for One Stop Operator, Adult and Dislocated Worker Programs, and Youth Programs for the Year 2020. Minor modification may be made to the contract that do not affect the dollar amount. Matt Scott moved approval; Chris Callihan seconded the motion. The motion passed by roll call vote 14-0.

Funding Agreements

Dylan Wren reported that the estimated infrastructure costs are similar to last year with the exception of purchasing additional laptops and supplies for disinfectants and other COVID-19 related supplies.

Members had comments and questions about staff pay and other budget line items.

Motion to authorize Dylan Wren to negotiate agreements with One-Stop Partners. Randy Sterns moved approval; Connie Daly seconded the motion. The motion passed by roll call vote 14-0.

Amended motion to accept the 2020 Funding Agreement Budget. Matt Scott moved approval; Chris Callihan seconded the motion. The motion passed by roll call vote 14-0.

American Job Center Relocation

Carol Swigart reported that the AJC has been making several site views and virtual tours. The City bidding and procurement procedures will be followed and all bids will be considered. The plan is to begin receiving bids process by August 14, 2020, and begin reviewing by October 5, 2020, and make a recommendation by the end of October 2020.

Motion to approve allowing the bidding process to begin. Chris Callihan moved approval; Tim Bornemeier seconded the motion. The motion passed by roll call vote 14-0.

Public Comment

There was no public comment.

Upcoming Meetings

All upcoming meetings will be posted on the Workforce webpage

There being no further business, Tim Bornemeier adjourned the meeting at 10:14 a.m.

Announcements

Tim Bornemeier, Board Chair

Welcoming New Board Members

Josh Redfield, Nebraska Department of Labor

Bryan Seck, Lincoln Partnership for Economic Development

Stephanie Ponce, Third Generation Builder

Juan Breucop, inExhaust – Innovative Exhaust Solutions

Saying Goodbye to Alyssa Martin

Alyssa has accepted a position in the private sector. I personally appreciate Alyssa's ongoing commitment to workforce. She has strongly advocated for the American Job Center. Her attention to detail, work ethic, and enthusiasm for the work will be missed.

Welcoming Kate Bolz

Kate is the new Mayoral Aide for Economic Development. Katie recently represented District 29 in Lincoln in the Nebraska Unicameral since 2013. She served as Vice Chair of the Appropriations Committee, and was a member of the Retirement Committee, Executive Board, Children's Commission, and Oversight Committee on Corrections.

Saying Goodbye to Tom Lannin

Tom has been filling the Fiscal Agent position on a temporary basis. Tom has done his work with dedication and his accounting knowledge has been a great help. We appreciate his service and wish him the best in the future.

Welcoming Jen Eloge

Jen has been hired as the new Fiscal Agent. She comes to us with a career in the United States Air Force where she took on various accounting and human resources roles. More recently, she has worked for the Nebraska Department of Administrative Services. Jennifer has a master's degree in Acquisitions and Contracts from Bellevue University. This position has traditionally focused on bookkeeping. The new permanent position of the fiscal agent will be broader in scope and encompass program specific elements.

Welcoming Wendy Sieler

Wendy has joined the administrative team. Her position is new, and it is part of the Mayor's Department. She will assist with quality assurance, technical guidance, and board support. Most recently, Wendy was the state monitor for the Nebraska Department of Labor. Prior to that she provided board support for the Greater Nebraska Workforce Development Board.

On-the-job Training Testimony

Coralie Owens, Norfolk Iron & Metal Company

Coralie is a board member of the Local Area V Workforce Development Board for [Southeast KANSASWORKS](#) Inc. Her company, Norfolk Iron and Metal Company in Emporia, Kansas utilizes on-the-job training funds on a routine basis.

Consent Agenda Items*

Dylan Wren, Workforce Administrator

Implementation of NWorks Fiscal Module*

Background: On July 31, 2020, the Workforce Board requested a corrective action plan for Equus billings based on the results of prior financial reviews. A corrective action plan was received on August 21, 2020. Only one financial review has been completed since that corrective action plan was put in place (July 2020), and while there were signs of improvement to be found in that financial review, there were not enough billings or items in the review to provide a clear indication of course correction. There remains significant concern that procedures have not been in place to address previous concerns.

On December 6th, 2020, Admin had a virtual meeting with the State WIOA/NWorks team at Nebraska Department of Labor to discuss the implementation of the NWorks Fiscal Module. This module is included in the NWorks version that is currently used; access just needed to be granted to staff. There is no additional cost for this module. Both Equus and City of Lincoln staff who will be managing and submitting/approving vouchers and payments, will have access and will the payment information.

It is important to note that the system that Equus currently uses for tracking their obligations/expenditures will still need to be used. At this time, NWorks and the system Equus uses will not communicate with each other, so information entered into NWorks will be in additional step for staff members. Fortunately, there are many benefits to utilizing the NWorks Financial Expenditure Component (Fiscal Module) that outweigh this negative.

A recommendation to the Compliance and Accountability Committee was submitted on October 15, 2020 with the following recommendations:

Advanced Individual Funds Tracking Module

All payments, client vouchers, individual funding limits, and client budgets will be managed in the NWorks Advanced Individual Funds Tracking Module. This will create a platform where information can be readily verified prior to a payment authorization. It will also increase transparency and accountability, and it will allow career advisors to track payments. The Administrative Entity will work with Equus to establish operating procedures.

NWorks Billing Packets

Career planners must upload all documentation associated with a request for payment in NWorks. The Administrative Entity will work with Equus to establish operating procedures.

NWorks Predictive Reports

Monthly request for reimbursement must be accompanied with predictive reports for each active quarter and program

It is proposed that the Greater Lincoln Workforce Development Board require the above actions be implemented.

Policy Revision – Accessibility + Equal Opportunity and Non-Discrimination*

Background: The current policy is due for several administrative updates. The current local policy was established July 1, 2017.

The proposed edits include:

- Combined the EO and Non-discrimination policy with the Grievance and Non-criminal Complaint policy
- Changed how the policy was written from a third-party perspective with directions to the Board to actual action steps on what to do.
- Added specific language for using NWorks and ECM for documenting and storing information.
- Added the One Stop Operator responsibility for maintaining the EO complaint log.
- Added information on the collection and storage of medically sensitive information.
- Added prohibition on retaliation and intimidation to the policy.
- Added Equal Pay and Executive Orders to the list in the Assurances section.
- Added reference to the Appeals policy and deleted appeals information in this policy.
- Deleted prohibitions under the Grievance section and referenced all the prohibitions at the beginning of the policy.
- Updated the EO is the Law poster per the NDOL example.
- Added the language options page with the phone number for the AJC

It is proposed that the Greater Lincoln Workforce Development Board adapt the revised Accessibility & Equal Opportunity and Non-Discrimination Policy.

Policy Revision - Appeals Procedures for Program Participants*

Background: The current policy is due for several administrative updates. The current local policy was established July 1, 2017.

The proposed edits include:

- Updated contact information for NDOL based on their current policy.
- Modified the time frame for responses for NDOL based on their current policy.
- Changed the reference to WIOA staff to Career Planners.
- Minor grammar/spelling corrections.
- Added the language options page with the phone number for the AJC.

It is proposed that the Greater Lincoln Workforce Development Board adapt the revised Appeals Procedures for Program Participants Policy.

Policy Revision - Rapid Response Procedures*

Background: The Nebraska Department of Labor released: *Rapid Response Services Policy* on August 23, 2019. The current local policy was established July 1, 2017. Additional clarification is needed to keep the local policy in compliance.

The proposed edits include:

- Definition of when Rapid Response services must be delivered;
- Identifies points of contact for required notifications and actions; and
- Specifies service provider role and responsibilities.

It is proposed that the Greater Lincoln Workforce Development Board adapt the revised Rapid Response Policy.

Level of Performance for PY20 & PY21*

Background: The Nebraska Department of Labor (NDOL) has completed negotiations with the US Department of Labor for state performance levels for Program Years 2020 and 2021. Tim Bornemeier, Alyssa Martin, and Dylan Wren negotiated the following levels of performance on September 15th.

Performance indicator	Adult	Dislocated Worker	Youth
Employment rate 2nd quarter after exit	79.0%	89.0%	79.0%
Employment rate 4th quarter after exit	79.0%	92.0%	78.0%
Median earnings 2nd quarter after exit	\$7,749	\$8,590	\$3,550
Credential attainment rate within 4 quarters after exit	77.0%	66.0%	55.0%
Measurable skill gains	42.0%	55.0%	50.0%

It is proposed that the Greater Lincoln Workforce Development Board accept the state negotiated levels of performance for Program Years 2020 and 2021 for WIOA Adult, Dislocated Worker, and Youth.

American Job Center Relocation

Carol Swigart, Relocation Committee, Chair

The relocation committee reviewed four proposals.



Tracking No. 20110182
slr



BY VIRTUE OF THE AUTHORITY VESTED IN ME BY THE CHARTER
OF THE CITY OF LINCOLN, NEBRASKA:

Pursuant to the procedure established in Executive Order No. 80199, the Selection and Negotiating Committees for American Job Center Building Lease, RFP No. 20-244 shall consist of the following members or their designated alternate:

The Selection Committee for said project shall consist of:

Bradley Pierce	Nebraska Department of Labor
Tim Bornemeier	WIOA Board Member
C. Swigart	WIOA Board Member
Bryan Seck	Director of Workforce Development
Andrew Huls	WIOA Board Member
Robert Walla	Purchasing Facilitator
Dylan Wren	City WIOA Coordinator
Kate Bolz	Mayor's Office
Michelle Backemeyer	Urban Development
Denise Schroder	NDOL

The Negotiating Committee for said project shall consist of:

Margaret Blatchford	Law Department
Dylan Wren	City WIOA Coordinator
Robert Walla	Purchasing Facilitator

The City Clerk is hereby directed to return copy of the Executive Order to Purchasing, Attn: Sandy Rocke.

Dated this 30th day of DECEMBER, 2020

Leirion Gaylor Baird, Mayor

Approved as to Form & Legality:

Law Department

Approved:

Finance Director

Purchasing Agent

Website Redesign

Connie Daly, Website Committee, Chair

Eight proposals were received and seven reviewed by the committee. The committee is in the process of interviewing the top two vendors. A recommendation will be prepared for the Executive Committee's February 25th meeting.



Tracking No. 20120019
slr



EXECUTIVE ORDER

NO. 95106

BY VIRTUE OF THE AUTHORITY VESTED IN ME BY THE CHARTER
OF THE CITY OF LINCOLN, NEBRASKA:

Pursuant to the procedure established in Executive Order No. 80199, the Selection and Negotiating Committees for WIOA Website Design Services, RFP No. 20-269 shall consist of the following members or their designated alternate:

The Selection Committee for said project shall consist of:

Tim Bornemeier	WIOA Board Member
Dylan Wren	City WIOA Coordinator
Connie Daly	WIOA Board Member
Leon Holloway	WIOA Board Member
Kate Bolz	Mayor's Office
Shirley Carlson	WIOA Board Member
Robert Walla	Purchasing Facilitator

The Negotiating Committee for said project shall consist of:

Margaret Blatchford	Law Department
Dylan Wren	City WIOA Coordinator
Robert Walla	Purchasing Facilitator

The City Clerk is hereby directed to return copy of the Executive Order to Purchasing, Attn: Sandy Locke.

Dated this 24th day of December, 2020

Leirion Gaylor Baird, Mayor

Approved as to Form & Legality:

Law Department

Approved:

Finance Director

Purchasing Agent

Strategic Initiatives Committee

Jessica Bergmann, Committee Chair

Vision Initiatives*

Background: At the July 30, 2020 meeting, the workforce board reviewed a draft of the Vision Initiatives. Additional, input was requested, as noted in the minutes. An email, subject line: *Vision Initiative: Review and Make Edits* was sent to all board members on August 12, 2020 soliciting edits and comments. An email, subject line: *Vision Statement - Voting Time* was sent to all Board members on November 9, 2020 soliciting votes for the vision statement. In response to this, admin received many additional comments and edits from Board members. Admin staff have worked with Mayoral Aids, Adelle Burk and Kate Bolz to ensure that the vision statement chosen is meaningful and empowering to all Nebraskans.

The Strategic Initiatives Committee proposes that the Greater Lincoln Workforce Development Board adopt:

“Empowering Nebraskans to achieve economic independence and thrive in work and life in partnership with local employers.”

as their vision statement.

Compliance & Accountability Committee

Rod Armstrong, Committee Chair

Contract Management*

The service provider contracts for the Adult, Dislocated Worker, and Youth Programs for Program Year 2020 are failing on almost every front, and no substantive progress has been made for six months.

We are failing performance, enrollment goals, active caseload goals, direct aid to customers goals, and ensuring that our casefiles and funded activities are audit ready.

The trends documented below are present in prior program years as well.

Service provider contracts are posted online at: <https://app.lincoln.ne.gov/city/mayor/workforce/index.htm>

Failed Performance

Per paragraph 5, Performance Goals, of the contract, the Provider shall meet or exceed 65% of any individual local area single indicator score and 90% of the overall local area single program score or overall local-area single indicator score. If the Provider fails to meet 90% of a goal as measured by rolling four quarters for the Program year or fails to meet 65% of a single performance measure, a corrective action plan must be submitted to the Board within 30 days receipt of the performance report.

See attached: [*PY20 Q1 Performance*](#) (page 33).

Here is a summary of failed performance outcomes from the last four quarters (PY20 Q2 will be available in February 2021):

PY20 Q1

Adult Employment Rate (Q2) – 84.4% (Rolling Four)
Adult Median Earnings – 42.8% (Current Quarter) & 86% (Rolling Four)
Adult Measurable Skills Gain – 27.6% (Current Quarter) & 81.9% (Rolling Four)
Adult Aggregate Score – 83.7% (Current Quarter)
Dislocated Worker Employment Rate (Q2) – 74.9% (Rolling Four)
Dislocated Worker Measurable Skills Gain – 24.7% (Current Quarter)
Youth Measurable Skills Gain – 36.4% (Current Quarter)
Youth Credential Rate - 49.6% (Rolling Four)
Youth Aggregate Score – 82.8% (Rolling Four)

PY19 Q4

Adult Employment Rate Q2 & Q4 – 82.9% & 85.7% (Rolling Four)
Youth Credential Rate – 49.0% (Current Quarter) and 34.0% (Rolling Four)

PY19 Q3

Youth Aggregate Score – 84.4% (Rolling Four)
Youth Credential Rate – 56% (Rolling Four)

PY19 Q2

Dislocated Worker Aggregate Score – 87% (Current Quarter)
Dislocated Worker Credential Rate – 74% (Rolling Four)

Note

Meeting performance is not unrealistic—other programs are attaining performance goals.

- The State of Nebraska met all their negotiated levels for performance for PY20 Q1, minus Youth credential rate and measurable skills gain for the current quarter.
- The State of Kansas has reported meeting all their negotiated levels for performance for PY20 Q1.

Failed Enrollments

Per paragraph 8, Enrollments, of the contract, the Provider is expected to produce a total of 135 enrollments for both Out of School Youth services and In School Youth services. The parties agree that total enrollment is defined as existing (carryover) enrollments and new enrollments and does not include individuals in follow up services.

Provider is expected to produce a total of 115 enrollments for Adult services and 105 enrollments for Dislocated Worker services. The parties agree that total enrollment is defined as existing (carryover) enrollments plus new enrollments. This does not include individuals in follow up services.

Program	Enrollment to Date (through 12-31-20)
Adult	Carry-in 56 + New Enrollments 57 = 113
Youth	Carry-in 43 + New Enrollments 14 = 57
Dislocated Worker	Carry-in 19 + New Enrollments 14 = 33

Note

Meeting these enrollment goals is attainable. These services are even more vital during COVID-19.

- Heartland Workforce Solutions in Omaha had to implement a waiting list for enrollments during the first quarter of PY20.

Failed Average Active Caseload

The parties acknowledge the goal for average caseload for a Talent Development Specialist (TDS) as follows:

Youth 60-70

Adult/DW 80-100

The table below shows we are far from meeting the above goals.

	A/DW	Youth
July	20/66 – 86 (43 per TDS)	53 (26.5 per TDS)
August	74/23 – 97 (48.5 per TDS)	53 (26.5 per TDS)
September	82/25 – 107 (53.5 per TDS)	53 (26.5 per TDS)
October	89/30 – 119 (59.5 per TDS)	53 (26.5 per TDS)
November	98/28 – 126 (63 per TDS)	53 (26.5 per TDS)
December	102/30—132 (66 per TDS)	47 (23.5 per TDS)

In addition, we have been informed that approximately 38 Adult & Dislocated Workers exits will occur in the month of January, lowering the case level even more.

Failed Direct aid to Customers

Per paragraph 4, Compensation, of the contract, the majority of the program funding (minimum 45%) should go to direct participant costs versus staff cost. The table below shows we are not meeting the minimum goal—our staff costs are bloated, and we are not serving customers.

Program	Direct-aid percentages to date*
Adult	37.4%
Dislocated Worker	21%
Youth	25.6%

*This does not include the December 2020 invoice from Equus.

Note

Meeting this direct aid percentage is attainable.

- The State of Kansas requires all workforce boards to expend at least 40% of their funds on direct aid.
- Even during COVID-19, Local Area V - Southeast KANSASWORKS reported 46.1% spent on direct aid.

Failed Audits

The Provider shall conduct an annual financial and compliance audit in accordance with 2 CFR 200 requirements and in accordance with the applicable federal law and state policy on audits and audit review.

Inaccurate files are common and disallowed/questionable cost are a major concern. The current contract funds a Quality Assurance Coordinator. The job description includes:

- Conducting random case file/record reviews on a weekly basis using computer auditing checklist to ensure contractual performance expectations are met.
- Submitting weekly QA reports
- Presenting consistent feedback to management regarding areas that need improvement.
- Ensuring 100% of clients participate in the client satisfaction survey
- Ensuring all clients receive a return call within 24 hours of calling and leaving a message.
- Other duties as assigned

There is little evidence that this position has completed these tasks in a substantial way.

Failed Business Services Coordinator Position

Per page 3 of the Agreement, the Business Services Coordinator will support these performance goals by conducting outreach to employers to promote work-based learning opportunities. There is a direct correlation between this position and the number of Transitional Jobs and On-the-job Training contracts. Work-based learning outcomes and outreach to employers shall be included in the monthly WIOA report.

To-date there have been three on-the-job trainings.

Despite ongoing request to the Equus Regional Director and Project Director to understand how this role is supporting the WIOA Title 1B programs, little evidence is available to show that this position has created or supported the development of work-based learning opportunities in our community.

What's Been DoneOn-Going Technical Support

Our compliance coordinator provides detailed technical support to the Equus Team on a weekly basis. Technical support has included eligibility, case management, supportive services, outreach, needs related payments, and other policy related topics. In addition, there is a weekly meeting with the Equus Team and the Administrative Team to discuss and problem-solve issues. These meetings have been ongoing for the last year. Guidance on how to run predictive performance reports has been provided on 9/16/2020 and 12/2/2020. Expectations and concerns have been clearly conveyed at these meetings and are supported in email correspondences and memos.

Fiscal Monitoring

Ongoing fiscal monitoring shows small improvements and repeated errors. Financial reviews have been completed for the following months: October 2019, February 2020, March 2020, April 2020, July 2020, and August 2020. Results have been shared with the workforce board.

Memo PY20 Q1 Compliance provides an overview of findings prior to October 2020. Identified potential disallowed costs amount to \$18,700.24.

Attached is the most recent financial review: [Financial Review Report April 2020 \(Page 25\)](#). \$11,935.22 has been identified as potential disallowed costs.

Monitoring of Case Files

Files reviews are currently underway. A theme of gross negligence is being documented. 38 Adult files need corrective action. Customers have not been contacted for long periods of time – some up to a year. Many case files do not have employment goals or recorded measurable skills gains. Justification for training is questionable for some cases. There is a complete absence of customers exiting our program who should have based on file information. The need for these exits was identified at the beginning of November but are still pending completion by the service provider. Records corrections have been submitted to the Nebraska Department of Labor (NDOL) to accurately record what happened. Many of these requests are being rejected as they have been determined too old. NDOL has expressed grave concern here.

See attached: [*WIOA File Review Summaries – Fall 2020*](#) (page 27).

Corrective Action Plans

At the request of the workforce board, the Equus Team submitted a corrective action plan to address the filings of the February 2020 Financial Review and the failed PY19 Q4 outcomes. This is documented in the board meeting packet (7-30-2020).

Additionally, based on the PY20 Q1 performance outcomes, the Administrative Entity team requested a second corrective action plan on 12-1-2020.

So far, corrective action plans have not improved performance.

Ongoing Performance Goals

It is important to note that we must still strive to achieve our established goals. While adjustments can be expected related to Covid-19, ongoing efforts to meet expected goals are necessary. We must both make adjustments for accountability and use the resources we have to reach the best performance possible.

We continue to struggle, and we continue to try to make strategic improvements. Time will tell what strategies have made an impact.

The Compliance and Accountability Committee proposes that the Greater Lincoln Workforce Development Board implement the following actions:

The workforce board requests that Equus Workforce Solutions make a reduction in staff for the Youth Program. The caseload for the first part of the year is stagnant. The program is underperforming and is over-staffed. At this point a second career planner is not justified. This action could allow more funds to be available for direct aid to customers. Per the current active caseload, there is room to add 23 more participants before maximizing a single career planner.

The workforce board requires that Equus Workforce Solutions provide written justification and actions that have been or will be taken to make the quality assurance coordinator and business services representative accountable.

Effective January 30, 2021, the workforce board will only fund short-term training for the remainder of the program year, which ends June 30, 2021. All individual training accounts (ITA's) signed before January 30 will be honored. This will increase the quality of enrollments and ensure we enter the next PY with a small caseload that we can manage. This could also improve outcomes—jobs customers obtain in the short term would count towards this year's performance.

Additionally, the workforce board requires that a total file review be completed, and a written summary of actions taken be submitted.

A response from Equus for the above-mentioned items must be submitted to the administrative entity no later than February 3, 2021.

Monitoring

Shirley Carlson, Compliance Coordinator & Jennifer Eloge, Fiscal Agent

Financial Review Report - April 2020

Financial Review Report for April 2020 Billing
Prepared by Shirley Carlson, Compliance Coordinator
And Jennifer Eloge, Fiscal Agent
January 11, 2021

On December 24, 2020, Jennifer Eloge, Fiscal Agent, and Shirley Carlson, Compliance Coordinator, met virtually to review financial documentation for ledger items submitted for the April 2020 WIOA billing for the Adult, Dislocated Worker (DW), and Youth programs and WIOA staff personnel costs from Equus (formerly ResCare Workforce Services). A second meeting to complete the paperwork review was held on December 29, 2020.

There were several findings and areas of concern that arose from this review. They are identified below. Equus is required to respond on or before January 30, 2021 to respond to the findings and areas of concern with additional documentation and/or a plan of action where required. If information is not received within that time frame that supports removing a questioned cost or allowing for more time in which to provide documentation, then the cost may be disallowed and appropriate correction(s) to the ledger entries and invoice bill will be needed.

Findings and Potential Disallowed Cost:

Finding #1: The ledger detail provided did not include a full breakdown by participant names or identifiers to allow us to match all documentation. In addition, we were missing documentation for several participants. It is again requested that the Service Provider provide a corrective action plan to address this issue and ensure that all needed information and documentation is available to those doing financial reviews. In addition, it is now required that the ledger and back-up documentation be provided with each invoice submitted beginning with the December 2020 billing.

Finding #2: OSY [REDACTED] was submitted for \$432 in tuition and \$117.11 for books/supplies. There was no Coordination of Assistance (COA) form and no signature on the receipt. Details on what was included in the supportive service costs was not included; nor was there a list of required items. If supporting documentation is not provided, this will result in disallowed costs.

Finding #3: OSY [REDACTED] was submitted for \$389.63 for supportive services for occupational skills training. There was no COA form, school schedule, or budget submitted. If supporting documentation is not provided, this will result in disallowed costs.

Finding #4: OSY [REDACTED] ITA was written for \$237.18. The amount signed for was actually \$303.84 on the documentation but the billing amount is for \$441.01. This discrepancy needs to be resolved. If no supporting documentation is provided, the difference in the documented amount and the billed amount would be a disallowed cost.

Finding #5: OSY [REDACTED] billed for \$311.61 for books/supplies. However, there was no COA form found and no budget or other documentation to support need for supportive services. If supporting documentation is not provided, this will result in disallowed costs.

Finding #6: All of the In-School Youth (ISY) had copies of Individual Training Account (ITA) vouchers as part of their documentation. ISY are not authorized to use ITAs. This included three participants who had just 416 OST activities open for this time period and those are not valid for youth ([REDACTED], and [REDACTED]). In addition, two participants ([REDACTED] & [REDACTED]) had the Adult OST activity of 300 opened but the books and supplies were charged to the Youth program with no accompanying activity to support the charges. Also

noted that [REDACTED]'s 300 activity does not have an approved provider and program of study selected. [REDACTED] and [REDACTED] both have 430 OST activities open but [REDACTED] states financial aid is not applicable and no other partner identified while [REDACTED] has no for WIOA or WIOA partner and not applicable for financial aid. If additional documentation is not provided, these are potential disallowed costs of \$1,697.66.

Finding #7: DW [REDACTED] has \$597.00 in book/supply costs but there was no receipt for the books, supplies or exam fee. If supporting documentation is not provided, this will result in disallowed costs.

Finding #8: DW [REDACTED] had tuition of \$1,296 and books/supplies of \$850.76. There was not bookstore receipt found and the tuition was not specified on the bill that it was for WIOA as other bills have done. If supporting documentation is not provided, this will result in disallowed costs.

Finding #9: DW [REDACTED] has a charge of \$491.60 for books/supplies but the only signed documentation was for \$278.44. If supporting documentation is not provided for the difference of \$213.16, this would be a disallowed cost.

Finding #10: AD [REDACTED] has a charge of \$78.38 for a book. However, the documentation states he refused to sign the receipt because he said he did not receive the book. This raises the issue of why we are paying for something that the participant did not receive. Without additional supporting documentation, this will be a disallowed cost.

Finding #11: AD [REDACTED] has an ITA tuition bill for \$4,825 but there was no COA form with the documentation. If supporting documentation is not provided, this will be a disallowed cost.

Finding #12: AD [REDACTED] has supportive service for rental assistance. However, the lease agreement provided is expired and there was no documentation stating ability to handle future payments. If supporting documentation is not provided, this will be a disallowed cost.

Finding #13: OSY [REDACTED] has an expense for car insurance of \$81.20. However, there is no documentation supporting that the payment was for liability only. In addition, this is on the spreadsheet as an ISY charge but other forms show OSY, including a payment for rent assistance. This issue needs to be resolved and supporting documentation provided for the car insurance or this will be a disallowed cost.

Finding #14: OSY [REDACTED] has a mileage reimbursement of \$141.50 but the mileage log has not been signed by the Career Planner. If supporting documentation is not provided, this would be a disallowed cost.

Finding #15: ISY [REDACTED] has a rent assistance for \$375.00; however there was no COA form and no documentation on how she would be able to sustain paying rent. If supporting documentation is not provided, this would be a disallowed cost.

Finding #16: ISY [REDACTED] has a charge from Amazon Marketplace for \$25.49. However there is no documentation showing that this was required for class. Case note does not substantiate information from the school. If supporting documentation is not provided, this would be a disallowed cost.

Finding #17: ISY [REDACTED] Work Experience (WEX) contract states to work max 5 hours per day, max 15 hours per week and up to a total of 500 hours. Timesheets for 3-31-20 had 5.5 hrs and on 4-1-20 worked 5.25 hours; for the week, she worked 24.5 hours. On 4-6-20, she worked 6.25 hours, 4-7-20 worked 7.25 hours, 4-8-20 6.75 hours and 4-9-20 did 6.25 hours for a total of 26.5 hours that week. On 4-13-20, she worked 7.5 hours, 4-14-20 6.5 hours, 4-15-20 6 hours, and 4-16-20 6.5 hours for a total of 26.5 hours. Over this three week period, the participant was regularly allowed to work over 5 hours a day and well exceeded the 15 hours per week. This WEX was at the American Job Center and the then assigned supervisor was the WIOA Project Director, Terry Eklund. If supporting documentation is not provided, the difference in the allowed hours of work compared to actual worked, will be disallowed costs.

Finding #18: Office supplies purchased from Staples on 4/7/20 JAM paper gift tags with strings were purchased for \$21.99. If supporting documentation validating reason is not provided, this would be a disallowed cost.

Finding #19: Payment for water, according to Government Accountability Office (GAO), is not allowed unless the only water available is not potable. If supporting documentation for Culligan is not provided, this would be a disallowed cost. This cost is a monthly bill and needs to be unallowed for all payments if no documentation is provided,

Finding #20: The backup for insurance was just a credit card statement. We are in need of policy information stating what the insurance is for. If supporting documentation validating reason is not provided, this would be a disallowed cost.

Areas of Concern:

Area of Concern #1: In reviewing the projected budgets submitted in support of need for supportive services and other costs, it was noted that the majority were not completed properly. This included errors such as not totaling either the income or expenses and not transferring the appropriate information in order to obtain a net amount, not entering all appropriate information, not completing the comments block, etc. It is recommended that training be held with career planners in order that they can review the budget document competently and assist their participants better in developing and understanding budgets.

Area of Concern #2: It was noted that there were several ITAs that included approval for tuition but when it came time to pay the bills, this assistance was not provided; payment was only made for books/supplies. In looking at the files, there was documentation that the participant was not eligible for Pell and there was financial documentation for need. Examples include but are not limited to [REDACTED] and [REDACTED]. When spending for participants is already low, it is difficult to understand why these funds were not expended.

Area of Concern #3: It was noted that there were several times that an invoice was provided for payment instead of a receipt. The invoice must show how it was paid and a zero dollar amount proving payments. This could be a write up on a federal audit. Please be aware of this issue.

Area of Concern #4: It was noted that there are no back up for indirect costs. According to CFR 683.215 all WIOA indirect costs must be documented. This typically would be a finding, but I haven't seen anywhere this was brought up to your attention. However, if documentation is not provided, this may become a disallowed cost on future reviews.

Area of Concern #5: It was noted that there were over 600 pair of gloves bought as well as individual hand sanitizers bought. Although, these are allowed due to COVID, individual hand sanitizers and gloves must stay or be used in the American Job Center.

[WIOA File Review Summaries – Fall 2020](#)

Greater Lincoln WIOA File Review Summaries
Report by Shirley Carlson, Compliance Coordinator
Submitted January 11, 2021

The week of October 26, 2020, I began to review Adult files for eligibility, activities, and closures. I began with those who had been enrolled in WIOA the longest. I quickly realized that there was an issue with the lack of contact between the Career Planner (CP) and the participants. I set a virtual meeting with the Equus Project Director, Amber Knapp, and Regional Manager, Cherisa Price-Wells, on 10-28-20 to discuss the issues. From that discussion, it was decided that meeting with the CPs to go over files was in order. This was done on November 3 and 4, 2020, with Ms. Knapp and/or the QA, Lori Shelton present. As the files were reviewed, CP Shawn Kean acknowledged that she was significantly behind on documentation for many on her caseload. As she went through the names, she identified about 14 adults and six Dislocated Worker (DW) individuals who were not receiving or in need of services and therefore needed to be exited from the program.

Significant issues identified:

1. Failure to keep in contact with participants. The longest went 19 months without any contact documented by the CP but the file was still kept open.
2. The CP admitted that she opened activities and kept them opened just to make it appear the person was active.
3. Activities were not closed based on the last date of service as required by Greater Lincoln and Nebraska Department of Labor (NDOL) policies.

I have been meeting with the PD, Amber Knapp, and QA, Lori Shelton weekly to follow up on these and additional file reviews I have done. More files with the above issues have been found. On January 6, 2021, I was informed by PD Knapp, that CP Kean has now identified 38 files that need corrective action and exit from the program. She, QA Shelton, and the new Performance Analyst (PA), Ashley Mathers are working with CP Kean to accomplish these corrections and exits as soon as possible. It should be noted that this has now been 2 ½ months since the issues were identified and it is taking a significant amount of staff time to effect correction of this problem.

In addition to the Adult and DW files, I have also been reviewing the Youth files and had the opportunity to meet directly with CP Shane to discuss hers; CP Slattery was not available when that review was held in November.

Other issues that have been identified:

1. ISY have been provided Individual Training Accounts (ITAs) and activities opened supporting those. However, ISY are not authorized to use ITAs.
2. Measurable Skills Gains are not regularly entered for participants despite approvable for occupational skills training. Policy requirements for gathering grade information each term would help in meeting this goal. If gathered, this needs to be documented in NEworks.
3. Individual Employment Plans (IEPs) and Individual Service Strategies have either not been created or lack updating.
4. Activities are opened but not properly documented and follow-up provided.
5. Dates for activities are not properly recorded.
6. Files are kept active even those staff know the file should be closed.

At each of the weekly meetings with Equus, a participant file is reviewed. In addition, several written review summaries have been provided to Equus along with the verbal reviews. The reviews segue into training discussions regarding activities and closures. The PD Knapp has reported that training is being held weekly on these and other topics to help avoid future problems. She has also reported that she and QA Shelton have been meeting with staff to discuss files directly with them and to help determine other participant files that require action. My goal is to continue reviewing files independently as well as at the weekly meetings with Equus. I will also continue to provide whatever technical assistance I can to the PD and QA to help ensure that these problems are resolved and do not continue.

Request for Proposals – Service Provider Contracts*

Background: The local board must select a one-stop operator and youth service provider through a competitive process every four (4) years and may also competitively select an adult and dislocated work service provider, consistent with WIOA sections 121 (d) & 123 (a) and TEGLs 15-16, 21-16. The Request for Proposal (RFP) is designed to solicit proposals from qualified vendors who will be responsible for providing Workforce Innovation and Opportunity Act (WIOA) services in the Greater Lincoln Workforce Development area.

A draft RFP was shared with the committee for review.

The Compliance and Accountability Committee proposes that the Greater Lincoln Workforce Development Board release a Request for Proposal (RFP) for:

- 1) Youth Program,**
- 2) Adult and Dislocated Worker Programs, &**
- 3) One Stop Operator services.**

A subcommittee (Service Provider Committee) will be established for evaluating proposals. It is proposed that the Greater Lincoln Workforce Development Board appoint _____ as the chair of the Service Provider Committee. It is proposed that the following individuals: _____, _____, and _____ serve as members of the Service Provider Committee.

Modifications may be made to the RFP to clarify technical requirements.

Draft timeline	
Action item	Date
Release RFP	February 8, 2021
Review proposals	March 15, 2021
Make recommendation to board	April 29, 2021
Implementation	July 1, 2021

Updates

Dylan Wren

Grant Updates

The proposals for the Strengthening Community Colleges Grant & H-1B One Workforce were not selected by the United States Department of Labor.

Effectiveness & Continuous Improvement

Prepared by Lisa Dodson, Wichita State University



MEMO

TO: Dylan Wren, Workforce Administrator
FROM: Lisa Dodson, Research and Program Evaluation Manager
RE: American Job Center and WIOA Performance Evaluation
DATE: January 21, 2021

The Public Policy and Management Center (PPMC) appreciates the opportunity to assist with this project. This is a brief review of our progress status for the study. In consultation with Dylan, the PPMC has developed a more detailed workplan to implement all the components of the project. The following steps are in progress.

1. **Partner Interviews** - Meeting requests have been sent to all partners and five partner interviews have been conducted. We are having some challenges getting response to our calendar requests. We would like to complete the interviews as soon as possible because this information informs the content development of focus group and survey questions for the staff, business and job seekers focus group questions. Target completion date: Mid-February
2. **Best practice research** - is almost completed. We anticipate a draft will go to Dylan for review by the end of the month. Target completion date: Mid-February
3. **Secret Shopper project** - is beginning. We are developing scenarios for seven shoppers, and will begin working with the Public Policy Center, University of Nebraska, Lincoln to recruit and train shoppers. Target Completion Date: Late June – Early July
4. **Staff Survey and Focus Groups** – in development
Target Completion Date: End or April – Early May
5. **Business Survey and Focus Groups** – in development
Target Completion Date: End or April – Early May
6. **Job Seeker Focus Groups** – in development
Target Completion Date: End or April – Early May

American Job Center

Prepared by Andy Huls, One Stop Operator

	PY18 Q1	PY18 Q2	PY19 Q1	PY19 Q2	Average/Quarter	PY20 Q1	PY20 Q2	Average/Quarter
Individuals served:	4209	4030	3633	3343	3804	4145	2336	3241
Activities delivered:	7408	6719	6358	6007	6623	5021	3488	4255
Surveys collected:	18	14	13	39	21	115	59	84
Referrals made:	276	150	158	68	163	293	621	457
Referrals received:	133	122	142	79	119	266	602	434

Since the 2020-2021 Fiscal year began, the American Job Center of Lancaster Counties (AJC) has made several improvements to drive performance. Notably, the AJC adjusted its orientation process to drive more job seeker customers to the orientation. This orientation reviews WIOA/Title1 offerings, but also provides a high-level overview of the various Title1 Workforce Partners. Through this orientation process, it has become the expectation of AJC staff to develop referrals to appropriate workforce partners based on the need of attendees/job

seekers. By comparison, the number of referrals made from July 1, 2020 – December 31, 2020, far exceeds the number of referrals during the same time period for previous years.

In addition to improvements in referrals, more Customer Satisfaction Surveys have been collected. While there is continued room for improvement regarding the quantity of surveys collected, significant improvements have been made. The feedback from Customer Satisfaction Surveys drive continuous improvement plans for the AJC. Based on Customer Satisfaction Surveys, as well as feedback from partners (via the Partner Forums), as well as analysis from the One-Stop Operator, the following items are identified areas of continuous improvement for calendar year 2021:

- **Direct Linkage opportunities** (Immediate Connections)
- **Expanding Services to Businesses** (What services will attract business to engage with our workforce system?)
- **Expanding the Reach of our Services** (Adding satellite sites, mobile services, and expanding more into Saunders County)
- **Data Collection and Telling Our Collective Story** (How do we collect performance data effectively in order to highlight the successes of our collaborative efforts?)
- **Continued Collaboration and Communication** (What opportunities are available for Workforce Partners to collaborate in order to reduce redundancy of services and to increase opportunities for our general job seekers and businesses?)

While continuous improvement efforts are constantly ongoing, reviewing and sharing successes is also important. 2020 was a unique year given the COVID-19 Pandemic. Nationally, nearly 90% of all American Job Center locations closed for a period of time. In addition, American Job Center's across the country saw a decrease in the number of services being sought, apart from Unemployment related services. The American Job Center of Lancaster and Saunders Counties remained open to the public throughout the COVID-19 Pandemic and continues to serve the public in a safe and effective manner. Below, you will find a bulleted list of achievements/highlights from the 2020 calendar year:

- Overall Customer Satisfaction has remained at approximately 95% for the past year.
- Implemented an updated, thorough Customer Satisfaction Survey that allows for greater information and feedback to drive improvements.
- One-Stop Operator played a significant role in adapting the NEWorks VOS Greeter tool, which allows for better data collection of AJC Customers.
- The American Job Center remained open during the height of the COVID-19 Pandemic and continues to be open. During high unemployment months, the AJC was serving over 100 people per day and fielding thousands of phone calls per month. July 2020 was the busiest month on record in the past 3 years.
- The American Job Center and its staff partnered with EmployLNK and Department of Labor during the summer of 2020 to help plan and host several Drive Through Career Fairs.
- Hosted 9 employers during the month of October 2020 for Hiring Events. Included an event at F' St. Rec Center which served an area of high unemployment.
- The American Job Center One-Stop Operator worked with a local radio show to highlight workforce efforts in Lincoln. Radio segments included a focus on Healthcare in the Lincoln area as well as Transportation/Trucking.
- The One-Stop Operator provided several trainings for workforce partners, and even provided workshops on a national level, about dealing with stress/anxiety during a pandemic. The OSO has presented to nearly 10,000 people during the pandemic. National presentations were made to groups such as: American Public Human Services Association, National Association of Workforce Boards (NAWB), Jewish Social Services, and an upcoming presentation at the Texas Association of Workforce Boards (TAWB).
- Lincoln OSO was a guest on the 180 Podcast, which is a national workforce podcast.
- American Job Center, OSO, and NCBVI partnered to host CONNECT 2020 in June 2020. This event was held to share information about resume best-practices, hiring individuals with disabilities, and sharing job-leads for businesses hiring for work-from-home positions.

- American Job Center has a strong relationship with Correctional facilities in Lincoln. Prior to the pandemic, nearly 50% of the customers who came to the AJC were justice involved.
- The AJC was represented at a "Collaboration Fair." This fair included over 50 organizations who aim to serve re-entry populations.
- American Job Center staff collaborated with First Jobs Lincoln and hosted an event in which high school students practiced interview skills.
- AJC, OSO, and partners attended a cross-training in which different workforce partners discussed its services. Partners who presented included: DHHS (SNAP), Community Action of Lancaster and Saunders Counties, Centerpointe, and Asian Community Cultural Center.
- Held event with SCC, Lincoln Literacy, and WIOA to get individuals signed up for GAP tuition assistance, WRI Grant, and/or WIOA. Had 30 people sign up for tuition assistance of various forms.
- Staff from the Mental Health Association (MHA) started coming to the AJC. MHA has CARES Grant funding to provide vocational coaching to the re-entry population as well as individuals whose employment was impacted by the pandemic.
- November/December 2019 – January 2020 – Completed a survey of Workforce Partners and customers to gauge effectiveness of current AJC. Several characteristics of the current AJC were evaluated including accessibility, parking, location, services offered, etc. From this survey, several concerns were raised, especially regarding accessibility, parking and location. Based on results, and other factors, it was recommended that the AJC find a new, more accessible location.
- AJC has partnered with specific organizations to host Job Center orientations, including Touchstone, transitional living organizations, and Community Action.
- Worked with the Census Bureau to encourage community members to complete the census at the AJC.
- Worked with The Bay to create videos of resources during the beginning of the Pandemic. Have gotten referrals through these videos.
- Implemented enhanced safety protocols in late November 2020 to ensure the AJC could stay open in the safest manner possible.

Enrollments & Exits

Prepared by Amber Knapp, Project Director

Enrollments

Program	Q1/Q2 Goal	PY20 Q1 & 2	PY19 Q1 & 2	PY18 Q1 & 2
Adult	30	23 & 34 = 57	13 & 7	14 & 21
Dislocated Worker	42	6 & 8 = 14	5 & 5	1 & 2
Youth	54	7 & 7 = 14	8 & 14	13 & 7

Exits

Program	PY20 Q1 & Q2	PY19 Q1 & Q2	PY18 Q1 & Q2
Adult	8 + 3 = 11	16 + 9 = 25	11 + 6 = 17
Dislocated Worker	4 + 0 = 4	9 + 0 = 9	2 + 2 = 4
Youth	6 + 4 = 10	7 + 12 = 19	6 + 7 + 13

Finance

Prepared by Jen Eloge, Fiscal Agent

These numbers do not include the December 2020 invoice from Equus.

Expenditures to Date

	Adult	DW	Youth					
	Admin	Admin	Admin	Adult	DW	IS	OS	Total
<u>Expended</u>	6,930.38	2,551.30	10,642.86	178,731.83	50,125.41	54,865.94	97,080.80	400,928.52
<u>% Expended</u>	9.47%	4.81%	9.97%	44.62%	13.03%	36.39%	19.29%	23.97%

Direct Aid

Program	Goal	Customers	Staff/Overhead
Adult	45%	37.40%	62.60%
Dislocated Worker	45%	21%	79.00%
Youth	45%	25.60%	74.40%

Available Balance

<u>Adult</u>	<u>DW</u>	<u>Youth</u>	<u>IS</u>	<u>OS</u>
\$400,568.31	\$384,665.24	\$654,141.93	\$150,772.44	\$503,369.49

Adult	DW	Youth
<u>Admin</u>	<u>Admin</u>	<u>Admin</u>
\$73,220.83	\$53,034.26	\$106,702.10

*This includes 20% that is reserved for carry-in for the next program year.

Equus will be requesting a transfer of \$142,000 from Dislocated Worker funds to Adult funds to meet their projected costs. This would leave about \$20,000 to serve current and new DWs through the end of the program year. This will be added to the executive committee meeting agenda in February.

Performance Outcomes

PY20 Q1

PY20 Q2 results will be posted in February 2021. Across all programs we are not meeting the negotiated standard of performance for Measurable Skills Gain. The median earnings for Adults in their 2Q after exiting our program reported median earnings of \$3,320. Half of this cohort is below this number. That is not a living wage—not even close. This is incredibly disappointing. Numbers highlighted below are of concern.

Report Period Quarter End: 09/30/2020		Current Quarter		4 Quarters	
Adult Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment Rate (Q2)	79.0%	66.7%	84.4%	66.7%	84.4%
2. Employment Rate (Q4)	79.0%	72.7%	92.0%	71.1%	90.0%
3. Median Earnings	\$7,749	\$ 3,320.00	42.8%	\$ 6,668.00	86.0%
4. Credential Rate	77.0%	88.9%	115.5%	82.1%	106.6%
5. Measurable Skill Gains	42.0%	11.6%	27.6%	34.4%	81.9%
Aggregate Score			83.7%		91.8%
Dislocated Worker Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment Rate (Q2)	89.0%	n/a	n/a	66.7%	74.9%
2. Employment Rate (Q4)	92.0%	100.0%	108.7%	84.6%	92.0%
3. Median Earnings	\$8,590	n/a	n/a	\$ 8,350.00	97.2%
4. Credential Rate	66.0%	100.0%	151.5%	63.6%	96.4%
5. Measurable Skill Gains	55.0%	13.6%	24.7%	60.6%	110.2%
Aggregate Score			130.1%		90.1%
Youth Program	PY 2020 Goal	Actual Performance	% of Goal	Actual Performance	% of Goal
1. Employment, Education or Training Placement Rate (Q2)	79.0%	75.0%	94.9%	76.0%	96.2%
2. Employment, Education or Training Placement Rate (Q4)	78.0%	85.7%	109.9%	71.4%	91.5%
3. Median Earnings	\$3,550	\$ 2,358.00	66.4%	\$ 3,337.00	94.0%
4. Credential Rate	55.0%	50.0%	90.9%	27.3%	49.6%
5. Measurable Skill Gains	50.0%	18.2%	36.4%	54.7%	109.4%
Aggregate Score			90.5%		82.8%

Success Story

Submitted by Leslie Diaz, YESS Program Customer

Nearing the end of my time in college I found myself encountering the greatest confrontation of my life- my own mind. They say that your mind is one you control because what you think is what you become; but, what they don't tell you is what happens if you don't take care of every step of the way. Growing up I dreamt of being a teacher, a counselor, a business owner, or maybe even a school dean; however, those dreams began to feel distant and impossible in a split second.

I thought I was done. I felt I would be a burden to someone, a failure in the eyes of my family, and that my own mind had driven me to insanity. Little did I know that there were people who genuinely wanted to help me succeed -without need for my backstory.

It was with the WIOA YESS program that I truly learned the importance in having a support team, not just trying to work alone. Despite my fears of judgement and convincing thoughts of failure I reached out and my newfound journey began.

At the age of 23, I managed to drop out of school, get connected with job opportunities, reconnected in school, obtain my own apartment, and attain a full-time case manager position within a year. Matter of fact, I graduate December 2021 with BA-Management degree- one that just a year ago felt impossible to reach.

I could not have done it without the financial, moral, and verbal support of the WIOA YESS program. The many reach-outs by my Case Worker -often weekly-aimed to ensure every step I take is taken confidently and without fear. Truly I can accomplish anything I put my mind to, and to them I owe my success thus far. More to come!

Upcoming Meetings & Events

Tim Bornemeier, Board Chair

Date	Meeting	Location
February 25, 2021 at 10:30	Executive Committee	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510; or Zoom
March 1, 2021 at 3:00	Public Comment on Local Plan	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510; or Zoom
March 11, 2021 at 3:30	<i>Workshop:</i> Overview of American Job Center	Zoom
March 18, 2021 at 2:00	Memorandums of Understanding and Annual Funding Agreements Discussion with Partners	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510; or Zoom
April 1, 2020	Submit Local and Regional Plan	
April 15, 2021 at 9:00	Compliance & Accountability Committee	Zoom
April 15, 2021 at 10:30	Strategic Initiatives Committee	Zoom
April 29, 2021 at 10:30	Board	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510; or Zoom
June 10, 2021 at 3:30	<i>Workshop:</i> Economic Development with Kate Bolz	Zoom
July 1, 2021	PY21 Service Provider Contracts Start	
July 15, 2021 at 9:00	Compliance & Accountability Committee	Zoom
July 15, 2021 at 10:30	Strategic Initiatives Committee	Zoom
July 29, 2021 at 8:30	Board	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510
August 1, 2021	Move into new American Job Center	
September 16, 2021	<i>Workshop:</i> Board Roles and Responsibilities	Zoom
October 14, 2021 at 9:00	Compliance & Accountability Committee	Zoom
October 14, 2021 at 10:30	Strategic Initiatives Committee	Zoom
October 28, 2021 at 10:30	Board	Lancaster County Health Department, Lower Level Room 212/213/214, 3131 O Street, Lincoln, NE, 68510

